

CLAIMS

1. A customer planning information management system comprising:
customer planning information input means (16) for inputting a plurality of
5 types of customer planning information;
customer planning information storage means (15) for storing the customer
planning information inputted by the customer planning information input means (16);
and
customer scheduling means (24) for creating a customer schedule by
10 selecting, among the customer planning information stored in the customer planning
information storage means (15), a predetermined type of customer planning
information on a predetermined date.
2. The customer planning information management system according to
Claim 1, wherein the predetermined type of customer planning information includes
15 at least information about a visit from a customer to a place of business.
3. The customer planning information management system according to
Claim 1, wherein it further comprises:
responsible staff member setting means (22) for setting a responsible staff
member for a customer;
20 responsible staff member storage means (23) for storing the responsible staff
member for the customer set by the responsible staff member setting means (22);
and
staff member personal schedule creating means (25) for creating a personal
schedule for the responsible staff member stored in the responsible staff member
25 storage means (23);
the staff member personal schedule creating means (25) creating the
personal schedule for the responsible staff member by automatically incorporating
the customer schedule created by the customer scheduling means (24).

4. The customer planning information management system according to Claim 1, wherein it further comprises;

history input means (20) for inputting at least a history of interviews with a customer;

5 customer history storage means (17) for storing the history inputted by the history input means (20); and

follow-up staff member setting means (30) for automatically setting a follow-up staff member who replaces a main responsible staff member for the customer based on the history of responding to the customer stored in the customer history storage means (17).

10